

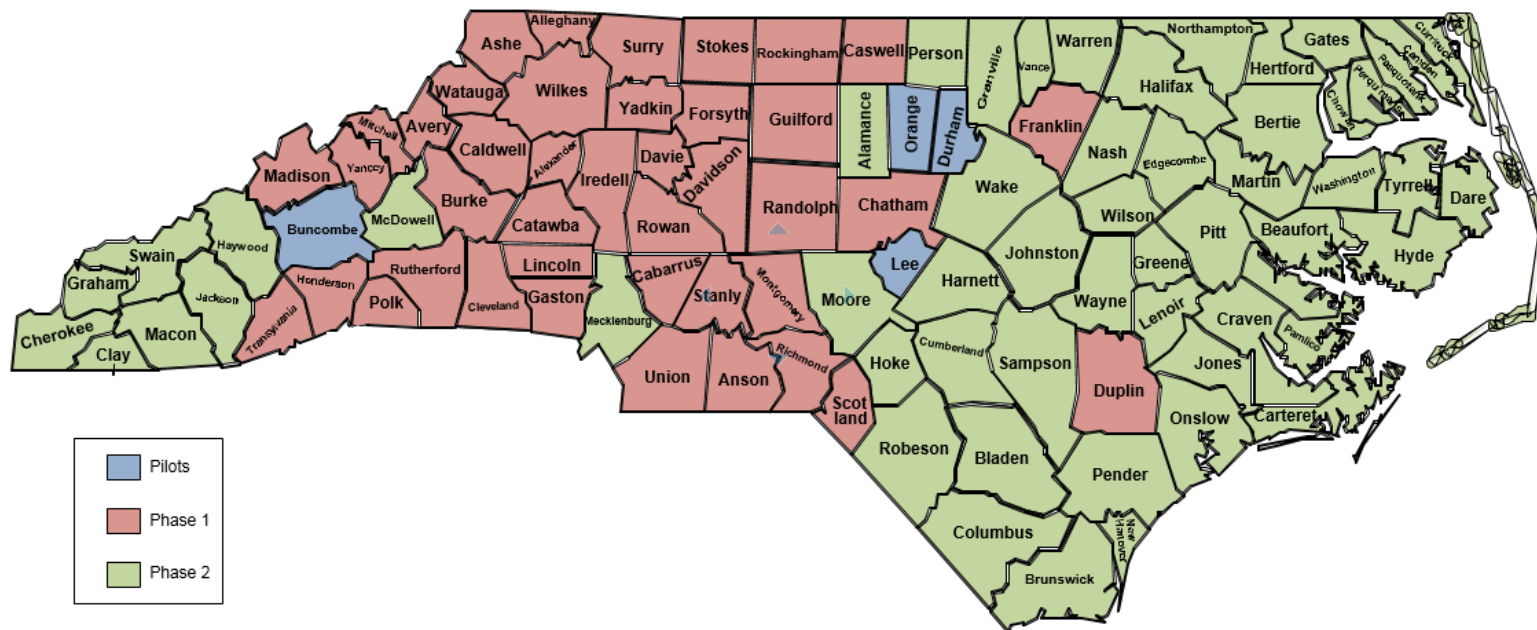


# County DSS Director's Update

February 2017

## Project 3 Updates – Conversion Schedule Change

- Phase 1 Counties (shown in red) will now have 3 months to complete case conversion with the addition of April as a conversion month.
- Phase 2 Counties (shown in green) are still scheduled to go-live and begin SCCA case conversion on Wednesday, March 1, 2017 they will now have a 3 month conversion period with the addition of May as a conversion month.



## Project 3 Updates – Conversion Schedule Change

### New Revised Schedule:

Phase	Training	Go-Live	Conversion Months	Last SCCRS Service Month	First NC FAST Service Month
Pilot	October	Nov. 14	November – March	February	March
1	Dec – Jan	February	February – April	March	April
2	Jan – Feb	March	March – May	April	May

### Original Schedule:

Phase	Training	Go-Live	Conversion Months	Last SCCRS Service Month	First NC FAST Service Month
Pilot	October	Nov. 14	November – February	January	February
1	Dec – Jan	February	February – March	February	March
2	Jan – Feb	March	March – April	March	April

## Project 3 Updates – Conversion

- Pilot Counties (Buncombe, Durham, Orange and Lee) have nearly completed conversion, having done an outstanding job throughout the conversion process.
- Many Phase 1 Counties were above 40% complete in just over two weeks of conversion:
  - Burke
  - Cleveland
  - Franklin
  - Gaston
  - Montgomery
  - Watauga
- Reminder – it is important that cases in SCCRS be marked with the “C” after the corresponding case is converted/entered into NC FAST. This allows us to track progress and ensure each case is accounted for. This should be done daily as cases are converted.

## Project 3 Updates – Conversion

- Keys to success:
  - Management involvement and support
  - Completing face sheets
  - Using staff with NC FAST experience to key
  - Ensuring the correct provider is being selected (not an unenrolled one)
  - Providers being set up with correct rates and services
- Phase 2 Counties should be nearing the completion of training and will begin conversion on Wednesday, March 1. A Phase 2 kickoff call will be hosted on Monday February 27<sup>th</sup> to provide updates and reminders for go-live.

## Project 3 Updates – Provider Setup Status

As of 2/10/17:

Phase	Total	Linking		Enrollment		Direct Deposit		All Complete	
Pilots	414	413	99%	400	97%	404	98%	396	96%
Phase 1	1645	1639	99%	1592	97%	1586	96%	1552	94%
Phase 2	2572	2504	97%	2341	91%	2369	92%	2265	88%
Out-of-state	21	20	95%	11	52%	4	19%	4	19%
Total	4652	4576	98%	4344	93%	4363	94%	4217	91%

It is imperative that Providers caring for subsidized children enroll through the Provider Portal and set up Direct Deposit through FIS Merchant Services as soon as possible **or they will no longer be able to participate in the Subsidy program.**

Phase 2 Counties will need to prepare to send 10 day termination notices to families that have children at providers that have not been, linked, enrolled or setup with direct deposit in mid-March.

## Project 3 Updates – Provider Reminders

- Training information for Providers on how to accept vouchers, record attendance and submit rosters is available in the Provider Portal as well as in the Learning Gateway for county staff.
- Please encourage all of your Providers to access the Provider Portal to review this material. This will also ensure they have access to the Portal and remember their credentials.
- NC FAST will not support cases strictly paid through Enhancement Payments (have to be subsidy eligible)
  - Enhancements would have be paid to all children that meet specific criteria (admin letter #10-16)

## Project 3 Updates – Provider Reminders

- Please ensure your staff are thoroughly reviewing the Master Rates Report that shows the services and corresponding rates that Providers had in SCCRS as well as what they have entered in the Provider Portal.
- Rates that appear to be significantly different are highlighted in the report.
- If the information entered by the Provider needs to be corrected, this can be done by the LPA Provider Manager using the instructions in the following job aid: **SCCA – Provider Manager: Managing Provider Service Rates**

Reports

- 1275 Denial
- 8110s User Error
- ABA/W/D
- Cases Not Fully Converted
- Critical Age EX PARTE
- CSDW
- Daily Manual Notices
- Disaster
- DOB Mismatch County
- Duplicate Individual Clean Up
- Duplicate Payment
- EBT Account Changes Not Processed
- Extended MA Recertifications
- FNS Eligible to Ineligible Cases
- MA/GI Recertification
- MA Report Card
- Mass Change
- NC FAST Reports Reference Guide
- P1 Management
- P2 6 Active Family & Children Cases
- P3 Conversion
- P3 Private Rates, Linking, Enroll, Direct Deposit
- 20170215 Master Rates Report REFRESHED
- 20170217 Provider Linking Enrollment and D
- 20170215 Master Rates Report

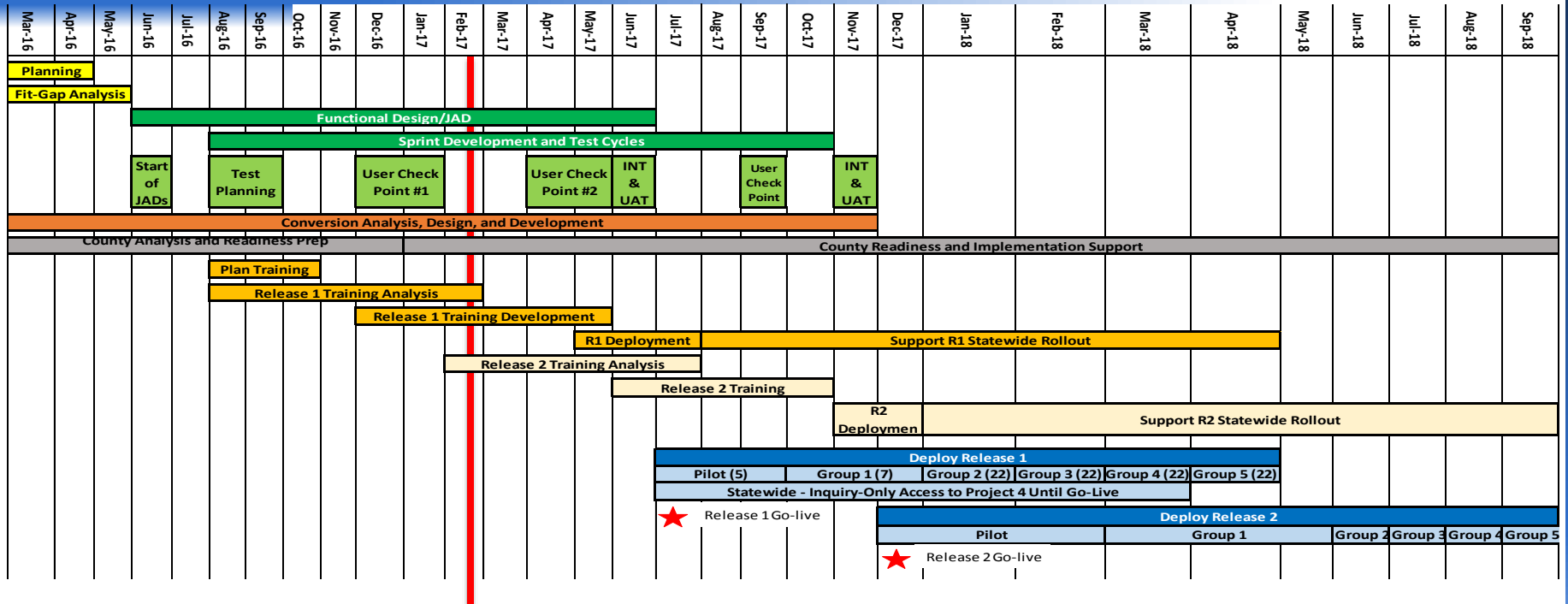
State

20170215\_Master\_Rates\_Report\_REFRESHED - Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Linked?	Enrolled?	DD?	Phase	COUNTY	LICENSE	FACILITY N	SCCRS	Provider Portal	% Change	SCCRS	Provider Portal	% Change
1													
2													
3	Yes	No	No	Pilot	Yancey	29	GENESIS A	0	0	0%	0	0	0%
4	Yes	No	No	Phase 1	Yancey	35	GENESIS A	0	0	0%	0	0	0%
5	Yes	Yes	Yes	Phase 1	Yancey	55004	YANCEY C	668	668	0%	668	668	0%
6	Yes	Yes	Yes	Phase 2	Alamance	153874	CHILD DEV	754	754	0%	754	754	0%
7	Yes	Yes	Yes	Pilot	Alamance	155013	DEMONST	737	737	0%	737	737	0%
8	Yes	Yes	Yes	Pilot	Alamance	155018	HAW RIVE	542	0	-100%	542	542	0%
9	Yes	Yes	Yes	Phase 2	Alamance	155035	MYRA'S TE	802	802	0%	802	802	0%
10	Yes	Yes	Yes	Phase 2	Alamance	155041	FIRST BAP	715	715	0%	693	693	0%
11	Yes	Yes	Yes	Phase 2	Alamance	155045	WEE CARE	0	0	0%	706	0	-100%
12	Yes	Yes	Yes	Phase 2	Alamance	155112	NEW COVI	628	628	0%	628	628	0%
13	Yes	Yes	Yes	Phase 2	Alamance	155113	HAWFIELD	693	693	0%	693	693	0%
14	Yes	Yes	Yes	Phase 1	Alexander	205066	BARBARA	445	520	17%	428	498	16%
15	Yes	Yes	Yes	Phase 1	Alexander	250527	FIRST BAP	617	628	2%	617	628	2%
16	Yes	Yes	Yes	Phase 1	Alexander	255004	ALEXANDE	0	0	0%	0	0	0%
17	Yes	Yes	Yes	Phase 1	Alleghany	359000	FREE WOR	347	347	0%	347	347	0%
18	Yes	Yes	Yes	Phase 1	Anson	405111	C'S & T'S C	711	784	10%	711	784	10%



# Project 4 Updates



NC legislation intent is that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints provide the opportunity for Pilot and Group 1 (JAD participant) counties to have hands-on access to the system at multiple times during design and development. The first User Checkpoint was held the last two weeks in January with participants rating the system as “satisfactory” or “very satisfactory.”

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

## Project 4 Updates

- Joint application design (JAD) activities continue with input from 8 counties: Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Richmond, Rowan, and the state DSS; added Pilot counties to participate in design and review activities.
- Development approach is to leverage Out of the Box (OOTB) functionality, incorporate NC-specific policy and process changes, ensure ease of use, and integrate functionality across a state-wide system.
- Over 50 staff from 12 counties participated in the first User Checkpoint session in January; session provided participants with hands-on experience using the new system.
- Continuing to refine data conversion strategy; reviewing and refining options based on feedback from county stakeholders.
- Continued development of document management roadmap; exploring options for how to establish a statewide document management solution leveraging county investments to date.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.
- Communication: Enhancing content and materials posted on project collaboration site, the NC FAST Learning Gateway ([ncfasttraining.nc.gov](http://ncfasttraining.nc.gov)).

## Project 4 Computer Requirements

- **Primary Computer**
  - Every social worker and supervisor will need a primary work computer
  - Computer can be either a desktop, laptop, or hybrid (e.g., Microsoft Surface)
  - Hardware requirements consistent with version of NC FAST currently in production
- **Working Outside the DSS Office**
  - **Option 1 – Mobile Tablet:** Apple iPad Tablet computer – Access CPS/Investigator-specific functionality via an app
    - User interface optimized to support field work, plus includes multimedia features
    - Not intended to be used for all CPS worker's job functions
    - Supports connected/disconnected use – great for rural counties
    - Supports **Apple iOS only** at this time
    - Devices can be individually assigned or could be pooled and assigned on a check-in/check-out basis
    - App not able to be used on a iPhone due to design of user interface
  - **Option 2 – Laptop/Hybrid:** – Access NC FAST through internet browser
    - This scenario is using the standard NC FAST system remotely, not a mobile app
    - Requires an internet connection at all times when using NC FAST
    - User interface in NC FAST is not optimized for use in client interactions
    - May make sense for use at the courthouse and between home visits to complete paperwork without having to travel back to the office
    - A mobile app that runs on the Microsoft Surface is not planned at this time
  - **Option 3 – No Computing Device:**
    - Use current process in the field; update data in NC FAST when back at the office
    - No mobile hardware cost



12.9-inch iPad Pro



9.7-inch iPad Pro



iPad Air 2



iPad mini 4

## Capacity and Price<sup>1</sup>

### Wi-Fi

128GB \$899

256GB \$999

### Wi-Fi + Cellular

128GB \$1029

256GB \$1129

### Wi-Fi

128GB \$699

256GB \$799

### Wi-Fi + Cellular

128GB \$829

256GB \$929

### Wi-Fi

128GB \$499

### Wi-Fi + Cellular

128GB \$629

### Wi-Fi

128GB \$499

### Wi-Fi + Cellular

128GB \$629

# Minimum Desktop System Requirements

- Windows 7 Pro
- Intel i5 Processor or greater
- 8 Gb RAM
- 160 Gb HD or greater

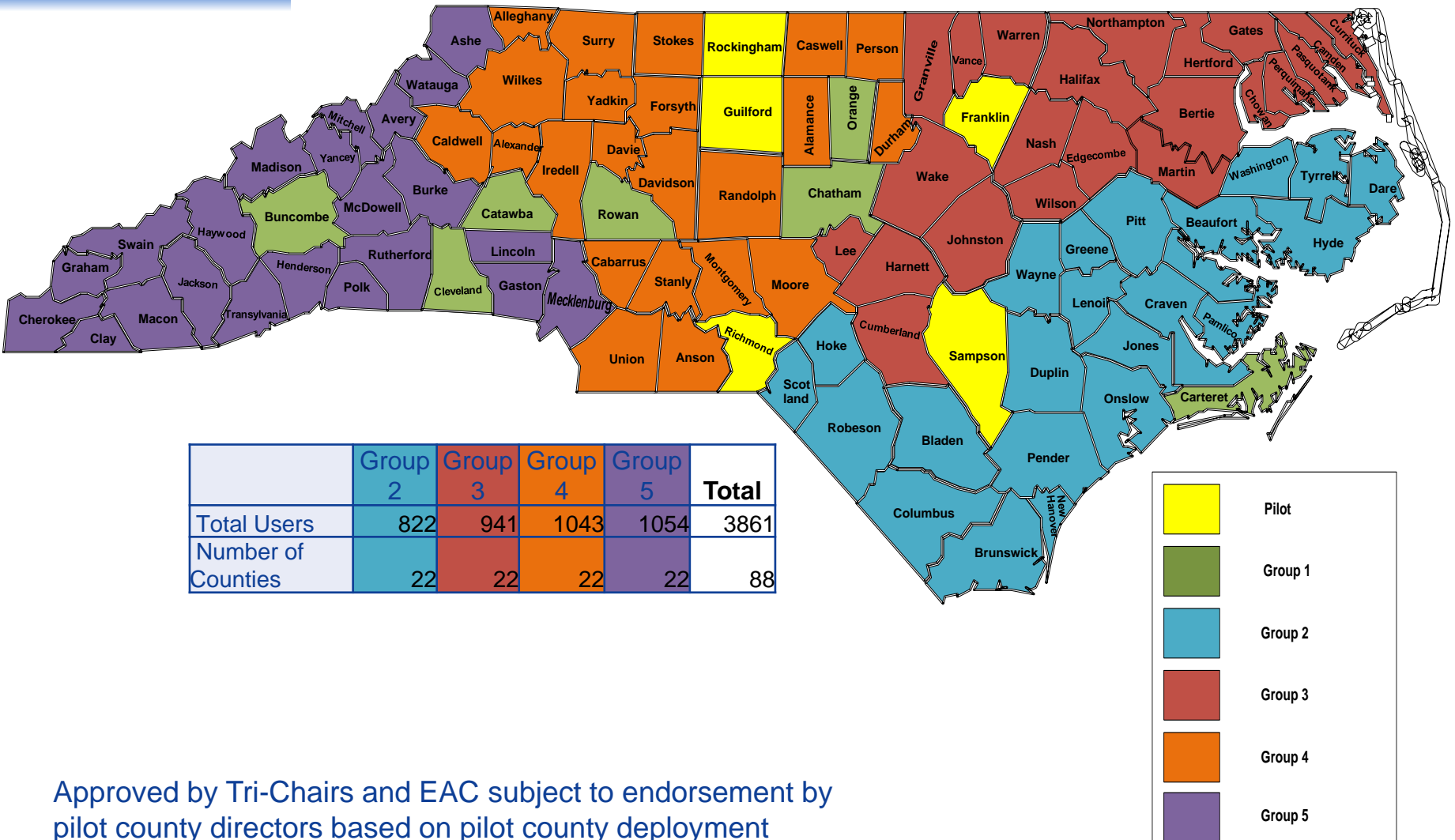
\*Note: This suggested configuration is greater than what is required by the vendor. It is our intent to be ahead of the requirements rather than meeting them.

Bandwidth:

Please visit Fast Help for the bandwidth calculator.

\*Note: The bandwidth calculator calculates how much bandwidth NC FAST will need. It does NOT take into consideration e-mail, document management, or other bandwidth used by end users.

# Approved Implementation Approach

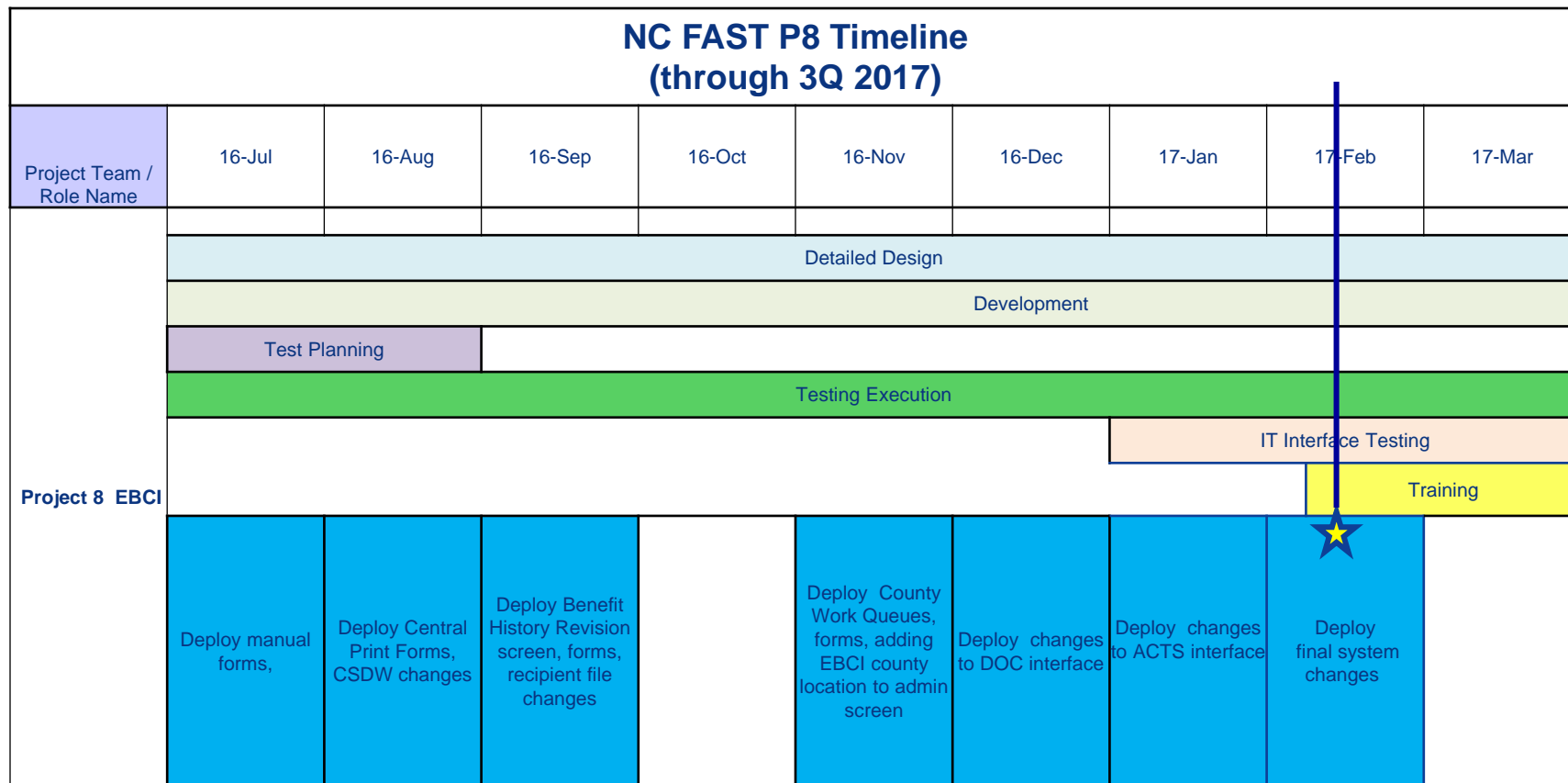


Approved by Tri-Chairs and EAC subject to endorsement by pilot county directors based on pilot county deployment results.

## County Involvement

- Over 70 county staff from 30 counties are involved in these EAS work groups: SIS Clean-Up, Document Repository, Staffing, Conversion, Simplification, Mobility, Data Governance, and Security Roles.
- Over 60 staff from eight counties (Buncombe, Carteret, Catawba, Chatham, Cleveland, Richmond, Rowan, and Orange) are involved in the review of business system functions (BSFs) and design activities. Design activities now include Pilot counties (Franklin, Richmond, Rockingham, Sampson, and Guilford).
- Conducted 8 JADs, 30+ User Webinars, 5 User Demos, and sent 5 customer satisfaction surveys to county participants (ongoing).

# Project 8 Timeline



- EBCI – NC FAST user training will begin February 13<sup>th</sup>.
- System interface partner testing is in progress and will occur January – March 2017.
- The EBCI implementation date is April 1, 2017.



## Project 8 (Eastern Band of Cherokee Indians)

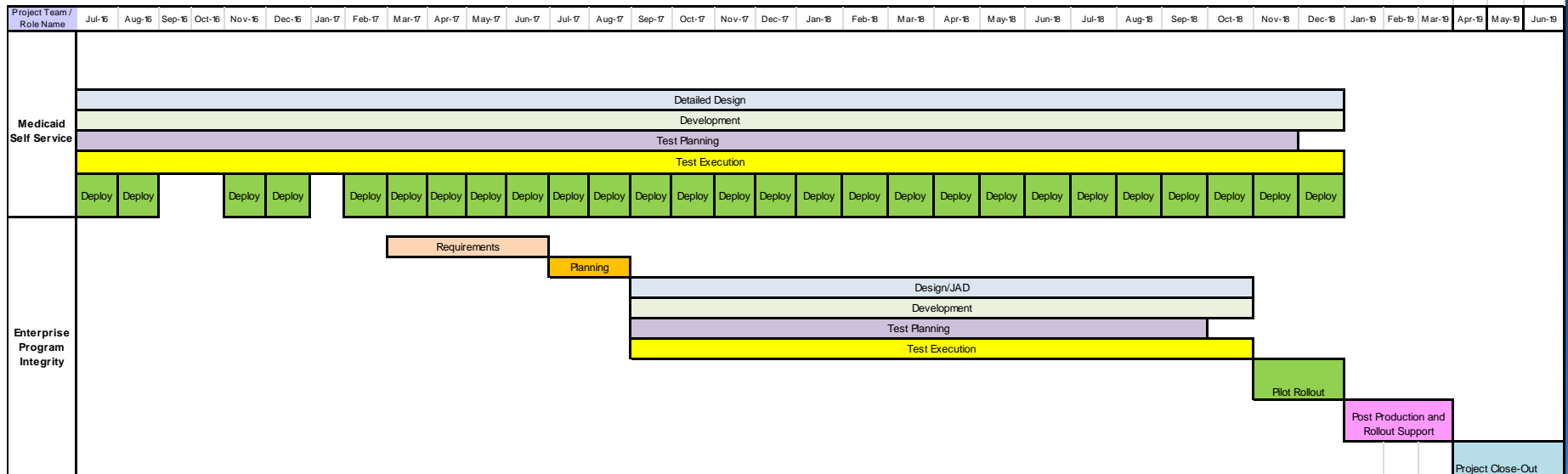
- Project 8 is scheduled for implementation on 4/1/17.
- Various system changes are required for EBCI including changes related to NC FAST forms, reports, interfaces and workflows.
- System changes will be deployed through the O&M release schedule as follows:

Release No.	NC FAST System Change Description	Deployment Date
1	Various local print forms were modified to allow for the display of the EBCI return address. In addition various changes to system interfaces, reports and system workflows were made. System interface changes were made to allow for the new EBCI County Code = 200.	07/09/16 (Complete)
2	All central print forms were modified to allow for the display of the EBCI return address.	08/13/16 (Complete)
3	Additional local print forms will be modified, along with changes made to NC FAST workflows.	10/01/16 (Complete)
4	System interface changes will be made along with changes to system work queues.	11/12/16 (Complete)
5	Additional system interfaces changes and general system regression testing.	12/03/16 Complete
6	<b>Complete final system changes for EBCI implementation.</b>	<b>2/18/17 In Progress</b>

- EBCI face-to-face user training will began on Feb 13<sup>th</sup> for NC FAST SNAP / FNS. Medicaid and NC Health Choice user training will begin on Mar 13<sup>th</sup>.
- System partner interface testing has been completed for IEVS/MCI and DOC. Testing is in progress with NCTracks, ACTS, and OLV.

# Project 9 Timeline

NC FAST P9 Timeline



New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

## Project 9 - Medicaid Self-Service and Enterprise Program Integrity

- 1.4 Million 1095-B notices were mailed out throughout January 2017.
- Project 9 resources re-assigned to AppDev to add expertise for fixing Medicaid defects.
- Secure Inbox functionality deployment is planned for February 2017.
- 6.2 upgrade is planned for deployment in February 2017.
- 8108 development is complete and is ready for smoke-test. The deployment is planned for March 2017.
- IMD At Risk Suspend is complete and is ready for smoke-test. Planned for deploy in March 2017.
- Foster Care Change request development is in progress. Planned for deploy in April, 2017.
- We are working on the designs for 8110 Part-3 and 8109.

### O&M Accomplishments

Release Schedule	6.1.0: Dec 10-11, 2016	6.1.5: Jan 14-15, 2017	6.2.0: Feb 18-19, 2017
Defects Fixed	53 high severity defect fixed	67 high severity defect fixed	Currently 40 high severity defect fixes
Functional Areas Affected	MA/MAGI, Child Care, FNS	MA/MAGI, Child Care, ABAWD	MA/MAGI, Child Care, FNS, SDX
Help Desk Resolved	3,151	3,822	1,081 (as of 2/8/17)
System Availability	100%	99.8% due to DIT network issue (51 mins) on 1/29/17	100% as of (2/8/17)

# NC FAST

## Operations and Maintenance (O&M)

### O&M Tasks

- **DSNAP**

- All outstanding disaster-related cases assigned to NC FAST have been processed.
- Reports are being finalized.

- **February Release**

- Major feature: Take on of IBM Cúram version 6.2.0.2
  - Major usability improvements include: adding a member, address changes, and dynamic evidence.
  - Web-Based Training has been posted on the Learning Gateway and FAST Help.
  - Virtual Training to all counties 2 sessions per day: 9am & 2pm, 2/16 and 2/17

### Client Services & Support

Remedy OnDemand Portal: Rolled out to 6 Pilot Counties in December 2016.

- Training underway for 40 additional counties.
- Rollout to rest of the counties is planned by 2/28/17.